

# More flexibility for group booking with departures until 31 December 2020

We know that the current situation regarding the spread of the Coronavirus still causes uncertainty among your customers.

The airlines of the Lufthansa Group offer the possibility to cancel unticketed group bookings free of charge for departures within 2020. The new regulation allows you a longer reconsideration period for the cancellation of unticketed groups, where normally a free cancellation would not be possible anymore. This gives your groups more flexibility in making decisions by allowing them to observe the current situation until shortly before departure.

Furthermore, the policy allows you to return unneeded group space on a quarterly basis. To do so, the Lufthansa Group airlines are introducing two different deadlines for the 3rd and 4th quarter 2020. Of course, these cancellations will not have any negative impact on the materialization rate.

The **goodwill policy for groups departing in Q3/2020 (GWP002)** is applicable if following prerequisites are fulfilled:

- **Validity:** from 10 April to 15 May 2020
- **Eligibility:** Booked but unticketed groups, allotment business and nego space (Brussels Airlines: not applicable for nego space and allotment)
- **Booking date:** Booked on/before 31 March 2020
- **Original travel date:** from 1 July to 30 September 2020
- **Validating Carrier:** OS/LH/LX/SN
- **Flights:** all flights worldwide

The **goodwill policy for groups departing in Q4/2020 (GWP003)** is applicable if following prerequisites are fulfilled:

- **Validity:** from 10 April to 14 August 2020
- **Eligibility:** Booked but unticketed groups, allotment business and nego space (Brussels Airlines: not applicable for nego space and allotment)

- **Booking date:** Booked on/before 31 March 2020
- **Original travel date:** from 1 October to 31 December 2020
- **Validating Carrier:** OS/LH/LX/SN
- **Flights:** all flights worldwide

### **Cancellation and refund:**

Please contact your Groups Service Team in case of cancellations of unticketed groups only.

- **Cancellation:** for unticketed groups free of charge. For cancellation and refund of ticketed groups please refer to the actual cancellation and refund policy for individual passengers.
- **Refund:** Refunds are of course still possible. However, there might be delays due to the high volume.

### **Rebooking:**

The following rules apply for rebooking of unticketed groups. For ticketed groups please refer to the actual rebooking policy for individual passengers.

- **New date of travel:** as per standard voluntary rebooking rules
- **Origin and destination:** as per standard voluntary rebooking rules
- **Permitted carriers:** as per standard voluntary rebooking rules
- **Conditions:** All current booked fare and contract conditions apply as well as the standard voluntary rebooking rules for Lufthansa Group groups (incl. repricing). No change of contract allowed.

For **rebooking of unticketed Lufthansa Group groups**, please use the standard rebooking request process. Please note that for technical reasons Negospace allotments cannot be transferred.

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